In the Figures

Please amend Figure 5A as shown in red on the attached Figure 5A. Please amend Figure 6 as shown in red on the attached Figure 6. Formal drawings of Figure 5A and Figure 6 are submitted in a separate paper herewith.

In the Claims

The following is a clean version of the entire set of pending claims. In accordance with 37 CFR § 1.121(c)(1)(ii), Attachment A provides marked up versions of the claims containing the newly introduced changes.

1.   (As Filed) An apparatus for interfacing between a systems management system and a remote services system comprising:

a systems management application program interface;

a systems management integrator application program interface, the systems management integrator application program interface providing a normalization point where data from the systems management system is normalized to a remote services system standard; and

an integrator coupled between the systems management application program interface and the systems management integrator application program interface, the integrator collecting and detecting information from the systems management system.

2.   (As Filed) The apparatus of claim 1 wherein the systems management integrator application program interface includes:

a forward calls component, the forward calls component providing forwards calls from the systems management system to the remote services system.

3.   (As Filed) The apparatus of claim 2 wherein the systems management integrator application program interface includes:

a back-channel calls component, the back-channel calls component providing back-channel calls from the remote services system to the system management system.

4.   (As Filed) The apparatus of claim 1 wherein the systems management integrator application program interface provides generic message interfaces as well as specific message interfaces, the specific message interfaces being provided to enable the remote services system to handle a message without having to inspect the contents of the message.

5.   (As Filed) The apparatus of claim 4 wherein the specific message interfaces include an alarm message.

6.   (As Filed) The apparatus of claim 4 wherein the specific message interfaces include an event message.

7.   (As Filed) The apparatus of claim 4 wherein:
the generic message interfaces includes data, the data including a class, and
the integrator sets the class of the data.

8.   (As Filed) The apparatus of claim 3 wherein the systems management integrator application program interface:
provides support for declaring capabilities of a support instance at registration time via
        the forward channel, and
provides support for a request of the capabilities of the support instance via the back-
        channel after registration time.

9.   (As Filed) The apparatus of claim 1 wherein the systems management integrator application program interface provides an interface between the integrator and a remote services infrastructure.

10.   (As Filed) The apparatus of claim 8 wherein the systems management integrator application program interface is coupled to a remote services proxy of the remote services infrastructure.

11.   (As Filed) A systems management integrator application program interface for a

remote services system comprising:

a forward calls component, the forward calls component providing forwards calls from a systems management system to the remote services system; and

a back-channel calls component, the back-channel calls component providing back-channel calls from the remote services system to the system management system.

12. (As Filed) The systems management integrator application program interface of claim 11 wherein the systems management integrator application program interface provides generic message interfaces as well as specific message interfaces, the specific message interfaces being provided to enable the remote services system to handle a message without having to inspect the contents of the message.

13. (As Filed) The systems management integrator application program interface of claim 12 wherein the specific message interfaces include an alarm message.

14. (As Filed) The systems management integrator application program interface of claim 12 wherein the specific message interfaces include an event message.

15. (As Filed) The systems management integrator application program interface of claim 12 wherein

the generic message interfaces includes data, the data including a class, and

an integrator sets the class of the data.

16. (As Filed) The systems management integrator application program interface of claim 11 wherein the systems management integrator application program interface

provides support for declaring capabilities of a support instance at registration time via the forward channel, and

provides support for a request of the capabilities of the support instance via the back-channel after registration time.

17. (As Filed) The systems management integrator application program interface of claim 11 wherein the systems management integrator application program interface provides an

interface between a systems management platform and a remote services infrastructure.

18.   (As Filed) The systems management integrator application program interface of claim 17 wherein the systems management integrator application program interface is coupled to a remote services proxy of the remote services infrastructure.

19.   (As Filed) A method for interfacing between a systems management system and a remote services system comprising:

providing a systems management application program interface;

collecting and detecting information from the systems management system using a
     systems management integrator, the systems management integrator interfacing
     with the systems management system via the systems management application
     program interface;

providing and receiving information to the remote services system, the providing and
     receiving information being via a systems management integrator application
     program interface, the systems management integrator application program
     interface providing a normalization point where data from the systems
     management system is normalized to a remote services system standard.

20.   (New) A remote services proxy comprising:

a proxy foundation module, the proxy foundation module managing data normalization
     tasks;

a proxy integrator application program interface (API) module coupled to the proxy
     foundation module, the proxy API module providing a normalization point to the
     proxy foundation module;

a proxy identifier (ID) management module coupled to the proxy foundation module, the
     proxy ID management module managing allocation of unique identifiers for the
     remote services proxy and for any support instances registered through the remote
     services proxy; and

a proxy queuing module coupled to the proxy foundation module, the proxy queuing
     module queuing data for later transmission.

21.   (New) The remote services proxy of claim 20 wherein

the proxy foundation module and the proxy API module communicate using an Inter-

Process Communication (IPC) implementation.

22.   (New) The remote services proxy of claim 20 wherein

the proxy integrator API module is implemented using one of a plurality of different

programming languages to correspond to a systems management software

language.

23.   (New) The remote services proxy of claim 20 wherein

the proxy queuing module includes a plurality of features for managing queuing of data.

24.   (New) The remote services proxy of claim 23 wherein

the plurality of features include a priority feature and a time for data to live feature.

25.   (New) The remote services proxy of claim 20 wherein

the proxy ID management module manages mapping between a systems management ID

and a remote services ID.

26.   (New) The remote services proxy of claim 20 wherein

the remote services ID is keyed off a unique customer ID.

27.   (New) A remote services proxy comprising

a proxy daemon, the proxy daemon providing infrastructure management services; and,

at least one communication mechanism coupled between the proxy daemon and an

integrator application program interface (API).

28.   (New) The remote services proxy of claim 27 wherein the communication

mechanism is an Inter-Process Communication (IPC) communication mechanism.

29.   (New) The remote services proxy of claim 27 wherein the infrastructure

management services include at least one of software upload services, software update services

and proxy status services.

30.   (New) The remote services proxy of claim 27 further comprising:
a communications module coupled to the proxy daemon.

31.   (New) The remote services proxy of claim 30 wherein the communications module includes a routing module.

32.   (New) The remote services proxy of claim 30 wherein the communications module includes a queuing module.

33.   (New) The remote services proxy of claim 30 wherein the communications module includes a communications/encryption module.

34.   (New) A method for initializing a remote services proxy in a remote services system comprising
        consulting a proxy configuration file to determine whether the remote services proxy has
                already registered with the remote services system;
        sending a registration message to the remote services system if the remote services proxy
                has not yet registered;
        awaiting a positive acknowledgement of registration before completing initialization and
                beginning full operation; and
        storing the positive acknowledgement in persistent data of the remote services proxy.

35.   (New) The method for initializing a remote services proxy of claim 34 further comprising:
        connecting an integrator to the remote services proxy via a remote services integrator
                application program interface (API); and,
        determining whether the integrator has previously registered with the remote services
                system.

36.   (New) The method for initializing a remote services proxy of claim 35 wherein

the determining whether the integration has previously registered is based upon a remote services ID of the integrator.

37. (New) The method for initializing a remote services proxy of claim 35 further comprising:

allocating a remote services ID for the integrator by the remote services proxy when the integrator has not previously registered with the remote services system; and

sending the remote services ID to the remote services system in a registration message.

38. (New) The method for initializing a remote services proxy of claim 37 further comprising

sending additional information to the remote services system in the registration message, the additional information including at least one of a module ID for the integrator and version information for the integrator.

39. (New) The method for initializing a remote services proxy of claim 35 further comprising:

registering support instances being managed by the integrator.

40. (New) The method for initializing a remote services proxy of claim 39 wherein registering the support instances being managed by the integrator enables the remote services system to perform entitlement checking against the instance and the services being provided to a customer and enables the remote services system to send data to a particular support instance to provide a particular service action.

41. (New) A remote services proxy comprising:

a proxy foundation module, the proxy foundation module managing data normalization tasks; and

a proxy integrator application program interface (API) module coupled to the proxy foundation module, the proxy API module providing a normalization point to the proxy foundation module.

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42.   (New) The remote services proxy of claim 40 wherein
the proxy ID management module manages mapping between a systems management ID
and a remote services ID.

43.   (New) The remote services proxy of claim 40 wherein
the remote services ID is keyed off a unique customer ID.

This submission adds new claims 20-43. In accordance with 37 CFR § 1.121(c)(1)(ii),
Attachment A provides marked up versions of the claims containing the newly introduced
changes.